

## **COMPLAINTS POLICY AND PROCEDURE**

Babraham Nursery aims to provide the highest quality care and education for all our children. We aim to offer a welcome to each individual child and family and provide a warm and caring environment within which all children can learn and develop their play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes and it is our intention to work in partnership with parents.

We accept that sometimes things do not always go according to plan and in such circumstances we want to know so that we can put them right and learn from our mistakes.

Babraham Nursery is committed to open and regular dialogue with parents/carers and welcomes all comments on its services, regardless of whether they are positive or negative.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Chairman of the Nursery Management committee or the Head of Human Resources at the Babraham Institute will conduct the investigation.

All complaints made to staff will be recorded in detail and kept in the complaints file in the office.

### **Stage One**

- A parent/carer who has a complaint about any aspect of the nursery's provision or about the conduct of an individual member of staff, should first try to resolve the problem by simply speaking to the individual concerned and/or Nursery Manager.
- If talking does not have a satisfactory outcome or if the problem recurs, then Stage Two of the procedure will formally come into operation.

### **Stage Two**

- If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in

writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

- Babraham Nursery will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, the nursery will advise the parent/carer of this and offer an explanation.
- The Manager will be responsible for sending the parent/carer a full and formal response to the complaint.
- The Manager will make a written record of the complaint and response which will be kept on file in the complaints file.
- The response will include recommendations for dealing with the complaint and for any amendments to policies or procedures emerging from the investigation.
- This formal response will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate.
- If the Manager has good reason to believe that the situation has child protection implications, they will follow the procedure set out in the Child Protection Policy.
- If an allegation is made against an adult within the setting the Adult Supervision Policy will be adhered to.
- If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.
- The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the nursery's response to it.
- The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.
- If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the nursery's response will be passed to the Chair of the Nursery Management Committee or the Head of Human Resources at The Babraham Institute who will adjudicate the case.
- This adjudication will take the form of a detailed response, including any actions to be taken, and will be communicated to both the Manager and the parents/carers concerned within 15 days.

## **Making a complaint to OFSTED**

Any parent/carer can, at any time, submit a complaint to OFSTED about any aspect of registered childcare provision. OFSTED will consider and investigate all complaints received. The telephone contact number for OFSTED is 0300 123 1231.

**We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Nursery and parents/carers that complaints are dealt with fairly and in a way that respects confidentiality.**

The original policy/procedure was adopted at the staff meeting and at the management meeting held in July 2002.

This amended policy/procedure has been regularly reviewed, most recently at a staff meeting in September 2015.

Signed on behalf of the Babraham Nursery:

Date:

Nursery Manager:

Next review date: September 2016